

OVERPAYMENT CALCULATION REFERRAL - SUBMITTING

INTRODUCTION: Referrals must be made into the Recipient Claims Database. Referrals sent through any other method will not be accepted. The Recipient Claims database is located in the intranet.

1. Access the Recipient Claims Database on the DWS Intranet website.

- <https://dws.utah.gov/jsp/recipientclaims/index.jsp>

2. See the Recipient Claims Database Training for steps to locate and access the database on the DWS Intranet website.

- <https://dws.utah.gov/training/103247course/htmContent/dwsdefault.asp>

Note: Follow step 3 if you are accessing the Recipient Claims Database for the first time. Skip to step 4 if you have already saved your worker information into the system.

3. Enter referring worker information.

- Check the data in the pre-populated fields to ensure that your information is correct. If it is not correct, contact the Recipient Claims Program Specialist to update your information in the Database.
- Enter your user ID in the Worker User ID field. This is the five-character ID used to access switch and PACMIS. It is either ws???, hl???, or or???
- Enter your office from the Office drop down menu field. For example, if you are from the Price office, you would select WEP. If you are from the Taylorsville Health Office, you would select HCV.
- Press the submit button to save your worker information.

4. Click on the blue Submit button in the Investigation Referral Box to enter the Investigation Referral Page.

Note: The Recipient Claims Database will automatically enter the referring worker information. Mandatory information is required to be entered into steps 5-14 for the referral to be successfully submitted into the system.

5. Enter the customer's name exactly as it appears on CAP1.

6. Enter the customer's PACMIS case number.

7. Select the customer's zip code in the drop down menu based upon the residential field of CAP1.

8. The Discovery Date will auto-populate with the date the referral is made.

9. Select the overpayment reason from the drop down menu.

- Assets
- Child Care
- Earned Income
- Household Composition
- Marriage
- Multiple Cases
- Other
- Shelter
- Unearned Income

10. Enter the customer's HLCI.

- The field requires a ten-digit entry.
- PACMIS users must add an additional zero to the start of the number.

11. Enter the referral source from the drop down menu.

- Health referrals are submitted by a Health Department caseworker.
- Investigator referrals are submitted by a DWS investigator.
- ORS referrals are submitted by an Office of Recovery Services caseworker.
- Payment Specialist referrals are submitted by a DWS payment specialist.
- QC Analyst referrals are submitted by a DWS quality control analyst.
- Taxpayer referrals are submitted by a concerned public citizen through the fraud hotline referral systems.
- Eligibility Specialist referrals are submitted by DWS Eligibility Specialists.
- Employment Counselor referrals are submitted by DWS Employment Counselors.
- PAO referrals are submitted by the Public Assistance Overpayment Unit.
- Other State Agency referrals are submitted by State Agencies other than DWS, DOH, and ORS.

12. Enter the detailed reason for the overpayment referral.

- See the procedure titled [Overpayment Calculation - Identifying an Appropriate Referral](#).
- You must include evidence regarding specific names, dates, and places.
- You must include information that describes each program involved and specific time frames in question.
- Note any documents or supporting evidence that are in the DWS file (imaged or hard copy) that will aid in the calculation. Note the date the item was imaged, if applicable.

13. Press the Save Record button to save the referral information into the database.

14. Press the Submit button to send the referral to the payment specialist.

Note: The referral will not be sent to the payment specialist if one or more of the mandatory fields have not been filled. The system will prompt you to fill in the missing information. Upon entering the missing information, you must press the submit button. A confirmation page will appear and provide the PACMIS case number, the overpayment calculation tracking number, the payment specialist assigned, and the payment specialist's contact information. If the confirmation page does not appear, contact the Payment Specialist Supervisor to determine if the referral was made or needs to be reentered.

15. Set \$\$ program and person PRAP alert.

16. Narrate action taken in PACMIS.

- Narration must include the overpayment tracking number, the payment specialist assigned, and the discovery date.